AMENDMENT TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application.

1.   (Original) A customer information management infrastructure, comprising:

an integrated customer information store comprising a multiplicity of customer information sets, each corresponding to one of a multiplicity of customers, wherein

responsive to each of a multiplicity of substantially simultaneous service requests, each service request pertaining to a selected customer of the multiplicity of customers, the customer information set corresponding to the selected customer determines, for each of a plurality of channels of the infrastructure,

a set of user-device interactions between a user and the infrastructure, and

a set of infrastructure-component interactions among a plurality of components of the infrastructure.

2.   (Original) The infrastructure of claim 1, wherein the integrated customer information store is configured as a legacy system of the infrastructure.

3.   (Original) The infrastructure of claim 1, wherein the multiplicity of customer information sets comprises more than about 10,000 customer information sets, and the multiplicity of customers comprises more than about 10,000 customers.

4.   (Original) The infrastructure of claim 1, wherein the multiplicity of customer information sets comprises more than about 100,000 customer information sets, and the multiplicity of customers comprises more than about 100,000 customers.

5.   (Original) The infrastructure of claim 1, wherein the multiplicity of customer information sets comprises more than about 1,000,000 customer information sets, and the multiplicity of customers comprises more than about 1,000,000 customers.

6.   (Original) The infrastructure of claim 1, wherein the multiplicity of customer information sets comprises more than about 10,000,000 customer information sets, and the multiplicity of customers comprises more than about 10,000,000 customers.

7.   (Original) The infrastructure of claim 1, wherein the multiplicity of customer information sets comprises more than about 50,000,000 customer information sets, and the multiplicity of customers comprises more than about 50,000,000 customers.

8.   (Original) The infrastructure of claim 1, wherein the multiplicity of substantially simultaneous service requests comprises more than about 10 service requests per second.

9.   (Original) The infrastructure of claim 1, wherein the multiplicity of substantially simultaneous service requests comprises more than about 100 service requests per second.

10.   (Original) The infrastructure of claim 1, wherein the multiplicity of substantially simultaneous service requests comprises more than about 500 service requests per second.

11.   (Original) The infrastructure of claim 1, wherein the integrated customer information store comprises one of a plurality of legacy systems in a logical legacy-system layer of the infrastructure.

12.   (Original) The infrastructure of claim 1, wherein the plurality of components comprises a plurality of legacy systems, including the integrated customer information store, in a logical legacy-system layer of the infrastructure.

13.   (Original) The infrastructure of claim 1, wherein the plurality of components comprises an authentication-and-authorization-entitlement service.

14.   (Original) The infrastructure of claim 1, further comprising a logical device-server layer comprising an authentication-and-authorization-entitlement service.

15.   (Original) The infrastructure of claim 13 or 14, wherein the authentication-and-authorization-entitlement service specifies a set of service requests available to the user.

16.   (Original) The infrastructure of claim 15, wherein the set of service requests available to the user, in combination with the customer information set corresponding to the selected customer, determines the set of user-device interactions and the set of infrastructure-component interactions.

17.   (Original) The infrastructure of claim 15, wherein presentation of the specified set of service requests is responsive to the channel of the infrastructure used for each service request pertaining to the selected customer.

18.   (Original) The infrastructure of claim 13 or 14, wherein the authentication-and-authorization-entitlement service specifies a set of service requests available to the user responsive to a predetermined user role.

19.   (Original) The infrastructure of claim 18, wherein the predetermined user role is selected by the user.

20.   (Original) The infrastructure of claim 18, wherein the predetermined user role is selected by an administrator.

21.   (Original) The infrastructure of claim 13 or 14, wherein the authentication-and-authorization-entitlement service specifies a set of service requests available to each of a multiplicity of users of the infrastructure.

22.   (Original) The infrastructure of claim 21, wherein a different set of service requests is available to each of the multiplicity of users of the infrastructure.

23.   (Original) The infrastructure of claim 21, wherein the set of service requests available to each of the multiplicity of users is presented to each of the multiplicity of users as web-published services.

24.   (Original) The infrastructure of claim 1, further comprising a services index.

25.   (Original) The infrastructure of claim 1, wherein one of the plurality of components comprises a services index.

26.   (Original) The infrastructure of claim 1, further comprising a logical appserver layer comprising a services index.

27.   (Original) The infrastructure of claim 24, 25, or 26, wherein

the set of infrastructure-component interactions comprises a legacy-system function call required to execute each service request pertaining to the selected customer, and

the services index stores information related to the legacy-system function call.

28.   (Original) The infrastructure of claim 27, wherein the services index stores information, associated with the legacy-system function call, related to an address.

29.   (Original) The infrastructure of claim 27, wherein the services index stores information, associated with the legacy-system function call, related to an input parameter for the legacy-system function call.

30.   (Original) The infrastructure of claim 29, wherein the services index stores information related to a data format for the input parameter.

31.   (Original) The infrastructure of claim 27, wherein the services index stores information, associated with the legacy-system function call, related to an output parameter of the legacy-system function call.

32.   (Original) The infrastructure of claim 31, wherein the services index stores information related to a data format for the output parameter.

33.   (Original) The infrastructure of claim 1, further comprising a business-workflow service.

34.   (Original) The infrastructure of claim 1, wherein one of the plurality of components comprises a business-workflow service.

35.   (Original) The infrastructure of claim 1, further comprising a logical appserver layer comprising a business-workflow service.

36.   (Original) The infrastructure of claim 33, 34 or 35, wherein

the set of infrastructure-component interactions comprises a legacy-system function call required to execute each service request pertaining to the selected customer, and

the business-workflow service orchestrates execution of the legacy-system function call.

37.   (Original) The infrastructure of claim 33, 34 or 35, wherein the business-workflow service, in combination with the customer information set corresponding to the selected customer, determines the set of infrastructure-component interactions.

38.   (Original) The infrastructure of claim 36, wherein

the set of infrastructure-component interactions comprises a plurality of legacy-system function calls required to execute each service request pertaining to the selected customer, and

the business-workflow service orchestrates execution of the plurality of legacy-system function calls.

39.   (Original) The infrastructure of claim 37, wherein the set of infrastructure component-interactions comprises a plurality of legacy-system function calls.

40.   (Original) The infrastructure of claim 1, further comprising an interaction-monitor service.

41.   (Original) The infrastructure of claim 1, wherein one of the plurality of components comprises an interaction-monitor service.

42.   (Original) The infrastructure of claim 1, further comprising a logical appserver layer comprising an interaction-monitor service.

43.   (Original) The infrastructure of claim 40, 41 or 42, wherein the interaction-monitor service monitors execution of at least one infrastructure-component interaction of the set of infrastructure-component interactions.

44.   (Original) The infrastructure of claim 40, 41 or 42, wherein the interaction-monitor service monitors execution of each of the infrastructure-component interactions of the set of infrastructure-component interactions.

45.   (Original) The infrastructure of claim 40, 41 or 42, wherein the set of infrastructure-component interactions requires execution of a logical legacy-system-layer interaction, and the interaction monitor service monitors performance of the logical legacy-system-layer interaction.

46.   (Original) The infrastructure of claim 40, 41 or 42, wherein

the set of infrastructure-component interactions comprises a sequence of transactions,

the interaction-monitor service monitors execution of each of the sequence of transactions, and

responsive to a failure of one of the set of infrastructure-component interactions, the interaction-monitor service directs a reversal of each of the sequence of transactions executed prior to the failure.

47.   (Original) The infrastructure of claim 46, wherein the sequence of infrastructure-component interactions comprises a sequence of logical legacy-system-layer interactions.

48.   (Original) The infrastructure of claim 1, further comprising a system-management service.

49.   (Original) The infrastructure of claim 1, wherein one of the components of the infrastructure comprises a system-management service.

50.   (Original) The infrastructure of claim 1, further comprising a logical appserver layer comprising a system-management service.

51.   (Original) The infrastructure of claim 48, 49, or 50, wherein the system-management service directs execution of at least one infrastructure-component interaction of the set of infrastructure-component interactions.

52.   (Original) The infrastructure of claim 48, 49, or 50, wherein

the set of infrastructure-component interactions requires execution of a logical legacy-system-layer interaction, and

the system management service directs execution of the logical legacy-system-layer interaction.

53.   (Original) The infrastructure of claim 48, 49, or 50, wherein

the set of infrastructure-component interactions requires execution of a plurality of logical legacy-system-layer interactions, and

the system management service directs execution of each of the plurality of logical legacy-system-layer interactions.

54.   (Original) The infrastructure of claim 50, wherein

the logical appserver layer is configured to control execution of a plurality of logical legacy-system-layer interactions, and

the system management service is configured to manage, responsive to workload levels in the logical appserver layer, processing of the plurality of logical legacy-system-layer interactions.

Claims 55-110 (Cancelled).

111.   (Original) A customer information management infrastructure, comprising:

means for storing a multiplicity of customer information sets, each customer information set corresponding to one of a multiplicity of customers; and

means, for each of a plurality of channels of the infrastructure and, responsive to each of a multiplicity of substantially simultaneous service requests, each service request pertaining to a selected customer of the multiplicity of customers, for determining, based on the customer information set corresponding to the selected customer,

a set of user-device interactions between a user and the infrastructure, and

a set of infrastructure-component interactions among a plurality of components of the infrastructure.

112.   (Original) The infrastructure of claim 111, wherein the means for storing the multiplicity of customer information sets is configured as a legacy system of the infrastructure.

113.   (Original) The infrastructure of claim 111, wherein the multiplicity of customer information sets comprises more than about 10,000 customer information sets, and the multiplicity of customers comprises more than about 10,000 customers.

114.　(Original) The infrastructure of claim 111, wherein the multiplicity of customer information sets comprises more than about 100,000 customer information sets, and the multiplicity of customers comprises more than about 100,000 customers.

115.　(Original) The infrastructure of claim 111, wherein the multiplicity of customer information sets comprises more than about 1,000,000 customer information sets, and the multiplicity of customers comprises more than about 1,000,000 customers.

116.　(Original) The infrastructure of claim 111, wherein the multiplicity of customer information sets comprises more than about 10,000,000 customer information sets, and the multiplicity of customers comprises more than about 10,000,000 customers.

117.　(Original) The infrastructure of claim 111, wherein the multiplicity of customer information sets comprises more than about 50,000,000 customer information sets, and the multiplicity of customers comprises more than about 50,000,000 customers.

118.　(Original) The infrastructure of claim 111, wherein the multiplicity of substantially simultaneous service requests comprises more than about 10 service requests per second.

119.　(Original) The infrastructure of claim 111, wherein the multiplicity of substantially simultaneous service requests comprises more than about 100 service requests per second.

120.　(Original) The infrastructure of claim 111, wherein the multiplicity of substantially simultaneous service requests comprises more than about 500 service requests per second.

121.　(Original) The infrastructure of claim 111, wherein the means for storing the multiplicity of customer information sets comprises one of a plurality of computerized means for processing interactions located in a logical legacy-system layer of the infrastructure.

122.　(Original) The infrastructure of claim 111, wherein the plurality of components comprises a plurality of computerized means for processing interactions, including the means for

storing the multiplicity of customer information sets, in a logical legacy-system layer of the infrastructure.

123.   (Original) The infrastructure of claim 111, wherein the plurality of components comprises a means for authenticating users and authorizing each service request.

124.   (Original) The infrastructure of claim 111, further comprising a logical device-server layer comprising a means for authenticating users and authorizing each service request.

125.   (Original) The infrastructure of claim 123 or 124, wherein the means for authenticating users and authorizing each service request specifies a set of service requests available to the user.

126.   (Original) The infrastructure of claim 125, wherein the set of service requests available to the user, in combination with the customer information set corresponding to the selected customer, determines the set of user-device interactions and the set of infrastructure-component interactions.

127.   (Original) The infrastructure of claim 125, wherein the infrastructure comprises a plurality of means for interfacing the user with the infrastructure, and presentation of the specified set of service requests is responsive to the interfacing means used for each service request pertaining to the selected customer.

128.   (Original) The infrastructure of claim 123 or 124, wherein the means for authenticating users and authorizing each service request specifies a set of service requests available to the user responsive to a predetermined user role.

129.   (Original) The infrastructure of claim 128, wherein the predetermined user role is selected by the user.

130.   (Original) The infrastructure of claim 128, wherein the predetermined user role is selected by an administrator.

131. (Original) The infrastructure of claim 123 or 124, wherein the means for authenticating users and authorizing each service request specifies a set of service requests available to each of a multiplicity of users of the infrastructure.

132. (Original) The infrastructure of claim 131, wherein a different set of service requests is available to each of the multiplicity of users of the infrastructure.

133. (Original) The infrastructure of claim 131, wherein the set of service requests available to each of the multiplicity of users is presented to each of multiplicity of users as web-published services.

134. (Original) The infrastructure of claim 111, further comprising a means for indexing services.

135. (Original) The infrastructure of claim 111, wherein one of the plurality of components comprises a means for indexing services.

136. (Original) The infrastructure of claim 111, further comprising a logical appserver layer comprising a means for indexing services.

137. (Original) The infrastructure of claim 134, 135, or 136, wherein

the set of infrastructure-component interactions comprises a legacy-system function call required to execute each service request pertaining to the selected customer, and

the means for indexing services stores information related to the legacy-system function call.

138. (Original) The infrastructure of claim 137, wherein the means for indexing services stores information, associated with the legacy-system function call, related to an address.

139.   (Original) The infrastructure of claim 137, wherein the means for indexing services stores information, associated with the legacy-system function call, related to an input parameter for the legacy-system function call.

140.   (Original) The infrastructure of claim 139, wherein the means for indexing services stores information related to a data format for the input parameter.

141.   (Original) The infrastructure of claim 137, wherein the means for indexing services stores information, associated with the legacy-system function call, related to an output parameter of the legacy-system function call.

142.   (Original) The infrastructure of claim 141, wherein the means for indexing services stores information related to a data format for the output parameter.

143.   (Original) The infrastructure of claim 111, further comprising means for determining a workflow instance.

144.   (Original) The infrastructure of claim 111, wherein one of the plurality components comprises means for determining a workflow instance.

145.   (Original) The infrastructure of claim 111, further comprising a logical appserver layer comprising means for determining a workflow instance.

146.   (Original) The infrastructure of claim 143, 144 or 145, wherein

the set of infrastructure-component interactions comprises a legacy-system function call required to execute each service request pertaining to the selected customer, and

the means for determining a workflow instance orchestrates execution of the legacy-system function call.

147.   (Original) The infrastructure of claim 143, 144 or 145, wherein the means for determining a workflow instance, in combination with the customer information set

corresponding to the selected customer, determines the set of infrastructure-component interactions.

148.   (Original) The infrastructure of claim 146, wherein

the set of infrastructure-component interactions comprises a plurality of legacy-system function calls required to execute each service request pertaining to the selected customer, and

the means for determining a workflow instance orchestrates execution of the plurality of legacy-system function calls.

149.   (Original) The infrastructure of claim 147, wherein the set of infrastructure component-interactions comprises a plurality of legacy-system function calls.

150.   (Original) The infrastructure of claim 111, further comprising means for monitoring interactions.

151.   (Original) The infrastructure of claim 111, wherein one of the plurality of components comprises means for monitoring interactions.

152.   (Original) The infrastructure of claim 111, further comprising a logical appserver layer comprising means for monitoring interactions.

153.   (Original) The infrastructure of claim 150, 151 or 152, wherein the means for monitoring interactions monitors execution of at least one infrastructure-component interaction of the set of infrastructure-component interactions.

154.   (Original) The infrastructure of claim 150, 151 or 152, wherein the means for monitoring interactions monitors execution of each of the infrastructure-component interactions of the set of infrastructure-component interactions.

155.   (Original) The infrastructure of claim 150, 151 or 152, wherein the set of infrastructure-component interactions requires execution of a logical legacy-system-layer interaction, and

means for monitoring interactions monitors performance of the logical legacy-system-layer interaction.

156.　(Original) The infrastructure of claim 150, 151 or 152, wherein

the set of infrastructure-component interactions comprises a sequence of transactions,

the means for monitoring interactions monitors execution of each of the sequence of transactions, and

responsive to a failure of one of the set infrastructure-component interactions, the interaction-monitor service directs a reversal of each of the sequence of transactions executed prior to the failure.

157.　(Original) The infrastructure of claim 156, wherein the sequence of infrastructure-component interactions comprises a sequence of logical legacy-system-layer interactions.

158.　(Original) The infrastructure of claim 111, further comprising means for interaction-execution management.

159.　(Original) The infrastructure of claim 111, wherein one of the components of the infrastructure comprises means for interaction-execution management.

160.　(Original) The infrastructure of claim 111, further comprising a logical appserver layer comprising a means for interaction-execution management.

161.　(Original) The infrastructure of claim 158, 159, or 160, wherein the means for interaction execution management directs execution of at least one infrastructure-component interaction of the set of infrastructure-component interactions.

162.　(Original) The infrastructure of claim 158, 159, or 160, wherein

the set of infrastructure-component interactions requires execution of a logical legacy-system-layer interaction, and

the means for interaction-execution management directs execution of the logical legacy-system-layer interaction.

163.   (Original) The infrastructure of claim 158, 159, or 160, wherein

the set of infrastructure-component interactions requires execution of a plurality of logical legacy-system-layer interactions, and

the means for interaction-execution management directs execution of each of the plurality of logical legacy-system-layer interactions.

164.   (Original) The infrastructure of claim 160, wherein

the logical appserver layer is configured to control execution of a plurality of logical legacy-system-layer interactions, and

the means for interaction-execution management is configured to manage, responsive to workload levels in the logical appserver layer, processing of the plurality of logical legacy-system-layer interactions.

Claims 165-332 (Cancelled).

Claims 334-407 (Cancelled).